



Counselling Model, Approach, and Services

Homewood Health's clinical service delivery model has been customized to meet client-expressed needs in a responsive and respectful manner, using **Cognitive Behavioural Therapy (CBT)** and other solution-oriented therapies. Our commitment to evidence-based clinical care is grounded within this model of solution-oriented therapies.

Within this client-driven counselling framework, clients are treated as unique individuals, each with a set of personal resources and competencies which, once mobilized, will help them to cope with the problematic situation.

In this approach, the Homewood Health counsellor and the client determine goals together. Individuals and families are assisted in making and maintaining change through:

- 🌿 goal setting;
- 🌿 skill and strategy development; and
- 🌿 identification of resources.

This model helps people change by focusing on solutions rather than on the origin of problems. Solution-oriented therapies focus on the 'here and now,' and look for ways to improve the client's state of mind in the present. It identifies thoughts and beliefs that might be unhelpful and unrealistic, and gradually moves individuals toward new ways of behaving, reframing and reacting.

"This counselling time was very important to help me put closure to a very traumatic experience at work. The counsellor's patience, gentle guidance, and challenging, yet supportive words, helped me process through & put closure to the event! Great job!"

Quote from a Homewood Health client

A Homewood Health counsellor is likely to engage clients by:

- 🌿 asking them to envision their future without today's situation, or with today's problem resolved;
- 🌿 helping them discover specific solutions and identify obtainable goals;
- 🌿 encouraging them to identify and do more of what is already working and move away from what has not worked in the past;
- 🌿 helping them understand how and what they think in relation to the situation and understand their thoughts and reactions to the problem; and
- 🌿 enabling them to see themselves as able to overcome the problem, change his/her reactions, and improve the situation.

Short-term counselling is a solution-focused approach that focuses on enabling individuals, couples, and families to develop the skills necessary to manage their life problems. The cornerstone of our short-term counselling model is to:

- help each client focus on goal setting and behaviour change;
- enable clients and their families to develop coping skills;
- educate clients and their families in self-management techniques; and
- provide ongoing management of cases referred for longer-term therapy beyond the EFAP.

Counselling is provided for a full range of personal and family-related issues or life events. There are a number of counsellors that can focus on various topics, such as:

- Addiction: alcohol, drug, food, gambling, sex, smoking, internet
- Adolescent issues
- Aging and care giving
- Anger management
- Anxiety
- Child development
- Communication problems
- Domestic violence
- Depression
- Family issues
- Grief and bereavement
- Marital issues
- Parenting
- Personal adjustment problems
- Relationship difficulties
- Sexuality
- Stress
- Separation / divorce / custody
- Special needs of children
- Trauma

“My counsellor has been incredibly helpful, honest, direct, she challenges me; she was very instrumental in my progress. I can see the light at the end of the tunnel thanks to her. I'm not sure where I would be without her.”

Quote from a Homewood Health client

There are some instances where EFAP counselling is not appropriate. These include situations requiring psychiatric assessment, diagnosis, and in-patient care or when longer-term/ongoing counselling is recommended. For these cases, Homewood counsellors can provide specialty referrals and offer bridge-counselling (the counsellor remains in contact with the client) until the client is admitted into the specialty service.

Staff and Associate Counsellors' Qualifications



Homewood Health's counsellors are registered professionals with a minimum of a Master's level degree in psychology; social work; counselling; education; or other related field, and an average of 15 years of clinical experience.

The network supporting your employees includes counsellors trained in effective clinical interventions for individuals, couples, families and groups. Most have extended their post-graduate training in areas such as: health psychology, rehabilitation, crisis management, child psychology/ neuropsychology, sexuality, adolescence issues, and marital/family therapy.



Homewood
Health | Santé

Credentialing

All counsellors must have a minimum of:

- registration with their provincial or national licensing association;
- a Master's level degree (in clinical psychology; clinical social work; counselling; rehabilitation psychology; industrial psychology; or have a medical degree); and
- five years of clinical experience; however, our counsellors have an average of 15 years of experience.

They must provide:

- copies of degrees and diplomas;
- copies of insurance and up to date registration; and
- two (2) references.

They must participate in:

- a clinical Interview;
- orientation and documentation review; and
- an office site visit (as requested).

All of our professional counsellors are required to maintain:

- strict standards of ethics and professional conduct as set by their professional associations; and
- generalist training while being specialized in at least one specific area.

Many of our counsellors are also required to maintain:

- registration with the Canadian Register of Health Service Providers in Psychology; and
- certification as a Substance Abuse Expert.

"My counsellor really helped me identify my problems and she helped me learn how to organize my thoughts; her advice and guidance helped improve my marriage".

Quote from a Homewood Health client

All clinicians are committed to evidence-based and evidence-informed treatment. The sharing of knowledge related to new clinical approaches is supported by internal structures in place that are facilitative and collaborative. This includes regular team meetings, frequent educational sessions, team input into new service offerings, and frequent interaction with upper management.

Our commitment to clinical quality is further supported by our accreditation and continuous compliance to exceed **COA's standards** of best practice in our programs.

<http://coanet.org/accreditation/who-is-accredited/who-is-accredited-search/who-is-accredited/?salesforceUrl=http%3A%2F%2Fcoa.force.com%2Fcoasite%2FWholsAccreditedOrg%3FretURL%3Dhttp%253A%252F%252Fcoa.force.com%252Fcoasite%252FWholsAccredited%253Fterm%253DHomewood%26id%3D001500000LKgNnAAL>



CREDIBILITY • INTEGRITY • ACHIEVEMENT



Homewood
Health | Santé










Lastly, to facilitate treatment, we occasionally utilize other licensed healthcare professionals including physicians, nurses and psychiatrists. Regulation and licensing of our multidisciplinary team ensures consistent standards of professional care.

Ongoing Learning and Development to Ensure Continuity of Care

Homewood Health has effective protocols and procedures in place to maintain a high level of communication and continuity of care between our counsellors and the EFAP.

In addition to the mandatory professional qualifications already described above, we promote sharing of knowledge related to new clinical approaches supported by internal structures that are facilitative and collaborative. This includes regular team meetings, frequent educational sessions, team input into new service offerings, and frequent interaction with upper management. **In addition, our clinical team also participates in specialized** joint training opportunities between the Homewood Health Centre and the EFAP.

A few of the tools that we utilize to ensure ongoing communication and continuity of care include:

-  **Regular updates to our counsellors from Clinical Management**
-  **Clinical Newsletters**
-  **Customized, online Service Provider Portal**
-  **Direct mail campaigns for program enhancements, new protocols, and procedures**
-  **Webinars on current and new practices**
-  **Standard Operating Procedures for clinical service delivery are reviewed annually and distributed to Service Providers**
-  **Customized training videos exclusively for Homewood Health's Service Providers**
-  **Surveys to our Service Provider Network to measure awareness of protocols and procedures and solicit feedback for service improvement**
-  **Service Provider Handbook**

Culturally Competent Services

Homewood Health employs regional recruitment specialists to ensure our provider network meets the local cultural, ethnic, and linguistic needs of our customers. We currently have the infrastructure in place that enables us to offer our services in over 150 different languages, as well as sign language.

We know well the strength of Canada's heritage and diversity, and we have built a counsellor network that reflects the Canadian population, ensuring our ability to sensitively offer EFAP services across diverse groups. We accommodate all types of employee populations including visible minorities, aboriginals, gay, lesbian, bisexual, transgender and two-spirited individuals, persons with disabilities and the hearing impaired.

We are also one of the largest providers to Aboriginal peoples in Canada, providing a unique service option through our connection with approved elders, spiritual healers and aboriginal counselling facilities. Clients who request this service receive counselling by means of this more culturally traditional approach. We developed this in response to our clients' needs and in particular the needs of a number of bands we serve.



Homewood
Health | Santé

"I have been seeing my counsellor at intervals for the past three years. My employer recently switched to Homewood Health for their EAP. My counsellor has made a significant difference in my life, as I have had several major issues to deal with in the past three years."

Quote from a Homewood Health client

Best Practices in Feedback Management (Program Monitoring)

Homewood Health is committed to ongoing quality improvement, which includes valuing feedback from our customers, clients and partners. In fact, these stakeholders are a primary mechanism for us to:

- gain perspective of the client experience;
- be responsive as necessary; and
- use feedback to ensure that we are continually examining, challenging and improving our policies and procedures to maximize our standards of delivery.

Our **Feedback Management Program (FMP)** houses various mechanisms to process and leverage upon feedback for the purpose of continuous quality improvement. Customers are encouraged to contact our Client Service Centre (CSC) or their dedicated Customer Relations with any concern, as our FMP includes a Feedback Management Form that is used to resolve any client issue.



If you or a colleague has a concern with your EFAP experience or conduct of an EFAP counsellor, please call our **Client Service Centre at 1-800-663-1142** to provide confidential feedback. Alternatively, University of Lethbridge faculty, staff and their immediate family members may contact **Suzanne McIntosh at (403) 332-5217** or suzanne.mcintosh@uleth.ca with questions or concerns.



Homewood
Health | Santé